



Supporting Community Led Housing Accredited Advisor Training

D3 Membership Matters



Membership matters

- The importance of involving members
- Ways to involve members
- Formal involvement of members



Membership matters

- Community led housing organisations are membership organisations
- Rules or memorandum and articles of association define who can become a member and membership powers
- But membership is about more than the rules. It is about identity, ownership and a sense of ownership, guardianship and stewardship.



Membership differences

- Co-operative Housing
- Co-housing
- Community Land Trusts
- Developer-led schemes
- Multi-purpose organisations developing housing
- Supported housing



Membership matters

- In a small scheme where the membership are the residents, it is probable that the membership will be the governing body
- In larger organisations, and where the membership is not necessarily made up of residents, there will be a governing body, possibly elected but at least accountable to the membership



Accountability to membership – why is it important?



Accountability to membership – why is it important?

- It's the raison d'être of community led housing organisations – we are about more than just handfuls of people on Boards making decisions for people
- Legitimacy and credibility
- The membership may have legal powers at General Meetings
- Opportunities for involvement need to be broader than just the formal governing body and membership meetings



Accountability to membership – why is it important?

- People need to feel that its their organisation and that they share the vision and values
- Democracy needs to be based on firmer footings than just votes in meetings
- There needs to be two-way dialogue on different levels considering that people engage in different ways
- Member time, energy, money “investment”





Active membership in housing co-ops

Nic Bliss & Blase Lambert

Active membership

- CLH reliance on an active membership
- A strategic approach
- Different levels of involvement
- Assessing levels of involvement



Why do people get involved?

What stops people getting involved?



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Why don't members get involved?

- Life challenges
- Lack of understanding
- Involvement opportunities not attractive
- Reading/learning difficulties
- Low esteem, confidence, expectations
- Health/accessibility issues
- Perceptions of being unwelcome
- Fear of crime
- Lack of belief in local power



Why do members get involved?

- To be part of a community
- Wanting to change things
- To have control over homes/neighbourhoods
- To do something positive for members/community
- Curiosity to see what getting active means
- Training and development opportunities
- Positive volunteering experience
- To build self-esteem and confidence
- Regional/national participation



How do people get involved?



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Involving members

- Over the garden fence involvement
- Member induction – information, mentoring and relationship building
- Community activity
- Understanding member wishes and needs
- Communication, dialogue & complaints
- Consulting with members
- Personal member development
- Encouragement and support to be involved in the Board and general meetings



Housing management environment

- Registered Provider associations and CLH organisations subject to the regulatory framework
- A defined service standard framework governed by policies and procedures
- Does this produce quality?
- The regulator focus has changed from just governance and viability to include consumer standards and is “light touch” on “small providers”
- Registered Provider CLH organisations often have flexible arrangements – unregistered organisations more so!





Accredited Advisor information

The Community Led Housing section on the CCH website contains the following useful training resources:

- Course Notes
- Course Presentations
- Case Studies
- Videos

